



Control Number: 52298



Item Number: 1

Addendum StartPage: 0

52298

John Dodd

RECEIVED

Account Number: 100076210022

2021 JUL -2 AM 9:10

Billing Address: 12920 Mitchwin Rd. Dallas, Texas 75234

PUBLIC UTILITY BOARD  
FILING CLERK

Service Address: 20 Elberta Rd. Sulphur Springs, Texas 75482

Phone Number: (214) 435-3799

I am filing a complaint against TXU Energy after previously filing an informal complaint through the PUC that was concluded on June 8<sup>th</sup>, 2021. This is in regards to the cabin at 20 Elberta RD. Sulphur Springs Texas 75482 address, which is located outside of the city limits.

Appeal of Finding by Customer Protection Division

Complaint Number: CP2021051299

The following are reasons for Appealing to the PUC:

1. Attach letter outlining original evidence of gauging and harassment of the elderly in the form of bullying
2. Overall disrespect in the administrative process
  - a. This was seen by TXU completely ignoring calls for almost an entire month when valid complaints arose.
  - b. This utter disrespect was further evident when I received a call informing me that I had yet to pay my bill when I had, per the guidelines, paid for my bill as it normally would be and attempted to negotiate a way to resolve the excessive bill. This resulted in TXU admitting that they had indeed received the payment for the Mitchwin address and partial payment for the Elberta cabin.

- c. The lack of respect was sadly not limited to TXU and was seen conversation with a representative from the PUC who repeated asked, "What's your question" in a negative, abusive tone while I attempted to explain the situation to her. This aggressive remark was made multiple times implying I was ill informed on the issue that I have been dealing with for months. After asking to speak to a supervisor I was told that there was no ability to be transferred and that the calls were not recorded. In an attempt to get more information I called back again and was met with the same representative
- d. After this incident I again pushed forward in my quest for justice and was met by an incompetent investigator who had little knowledge of the case and told me to go to the city for a solution despite the fact that I am neither a resident of nor a property owner in the city. Following my simplified crash course explaining that the difference between counties and cities and that they are different government entities. He then directed me to where I had originally assumed my next step was, going to the commissioner. Multiple times he indicated that he knew he was correct but was entirely incorrect in the matter.
- e. Following this entire ordeal with both TXU and PUC I have still not received the breakdown by location, date, and kWh from TXU and have been unable to separate the two locations into two separate bills.

### 3. New Issue

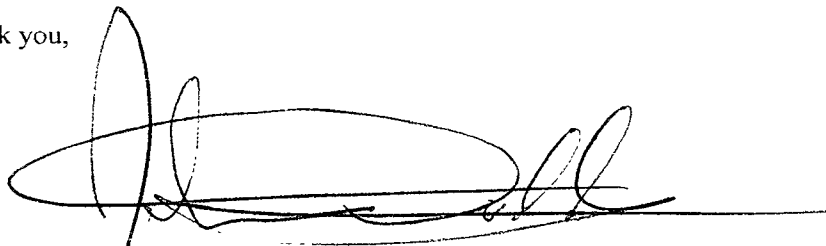
- a. Incompetent Administrative and Executive Staff
  - i. There was a strong sense of unprofessionalism seen through the lack of mediation or even a recording of the calls for quality assurance, leading to no quality assurance whatsoever. This carries over into the failure to have an adequate senior management and oversight for the appeals process in turn prohibiting the agency's ability to perform proper mediations and resolve issues in a civil manner.
- b. Put Employees in a bullying situation

- i. Without any leadership the employees are forced to be placed into a position that would be comparable to that of a schoolyard bully. Their weapons are not punches; instead they are armed with an arsenal of useless directives sent by a blind management and threats by mail and phone stating that my electricity would be cutoff.
- c. Undo cost to the public and the tax payer.
- d. Further evidence shown through the sparse amounts of data presented to me
  - i. The data presented over the past few months shows an extreme amount of kilowatt hours from 1/19/2021 to 4/19/2021, with a peak at 3573 kWh on 2/17/2021. This being compared to the Mitchwin location which is significantly larger than the Elberta location yet only allotted 698 kWh for the same month. While this was the month of the infamous snowstorm which struck many Texas utilities companies by surprise and lead to many failures and even loss of life, the Elberta location was not occupied at all during that time as the roads were blocked and the residents remained at the Mitchwin location. This extreme kWh increase is shown by the average kWh usage between 1/19/2021 and 3/18/2021 being 2879 kWh for the Elberta cabin and the average kWh for the same time period at the Mitchwin address being a mere 732.67 kwh. This leads to a difference of over 2146 kwh between the two locations with the smaller, less occupied location taking the lead by a landslide. From the peak on 2/17/2021, the kWh decreased by 48% in March then from March to April it decreased by another 30% and finally from April to May there was a third substantial decrease of 61%. This wide range of decreases with a relatively constant amount of time use of 4 days a month leads to questions that must be raised. Why would one location, the Elberta location, have a range of 3069 kWh over four months while the Mitchwin location had a minuscule range of 141 kWh. Both had similar

constants being the weather as they are in the same temperate location with the only aforementioned difference being days used and size of the location which both should have greatly aided in the Elberta bill being much smaller as it typically is and as it was on 504. The targeting of this excessive price gauging should not only have been addressed by the Public Utilities Commission, but also with Adult Protective Services as this is blatant Elder Abuse as the main occupants and owners of both properties are over 80 years of age and suffer from Cardiovascular issues as well as other health related issues including but not limited to Cancer. Failure to receive power not only puts them at risk of further complication but can also lead to death.

Therefore, based on the aforementioned reasoning, I appeal to be placed on the agenda of an upcoming board meeting, and if need be, also under a personnel agenda item. If the commissioners can formulate a reasonable process of hearing fact and come forth with a solution that is fair to all parties concerned and based on the truth in a manner that promotes good will with the administrative staff. I agree to work with staff vs. taking the commissioner's time as I know he has more serious matters to attend to. If you have any further questions please contact me via email at [jddodd1939@gmail.com](mailto:jddodd1939@gmail.com) or on my cell phone at (214) 435-3799. I have also included the original letter and attachments.

Thank you,

A handwritten signature in black ink, appearing to read 'John Dodd', with a long horizontal line extending to the right.

The Honorable John Dodd

MR JOHN DODD  
12920 MITCHWIN RD  
DALLAS TX 75234



**Peter M. Lake**  
Chairman

**Greg Abbott**  
Governor

**Will McAdams**  
Commissioner

**Thomas J. Gleeson**  
Executive Director

## *Public Utility Commission of Texas*

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6/8/2021

Mr John Dodd  
12920 Mitchwin Rd  
Dallas TX 75234

RE: Complaint # CP2021051299

Dear Mr Dodd:

The Customer Protection Division (CPD) of the Public Utility Commission of Texas has received your correspondence regarding the conclusion of your informal complaint with TXU. In your complaint, you expressed concerns regarding the overcharging of electric service. CPD's investigation found that TXU has acted consistently with Substantive Rule §25.475 General Retail Electric Provider Requirements and Information Disclosures to Residential and Small Commercial Customers by billing the account based on the established terms of service agreed upon and the meter reading received from Oncor.

Given that CPD has concluded the informal complaint process, you may dispute the issue further by filing a formal complaint through the commission. An informational brochure explaining the formal complaint process is enclosed.

We appreciate the opportunity to assist you. If you have any questions about filing a formal complaint, please feel free to call toll-free at 1-888-782-8477.

Sincerely,

Kenneth Wilson  
Customer Protection Division  
Public Utility Commission of Texas

cc: TXU Energy Retail Company LLC

Enclosure



## **Issues charged with gauging and equal to senior bullying**

Example: Current charge for Elberta location

5/21/2021= \$45.48

4/01/21 = \$482.03

= 436.55 difference

### Facts

1. Only use Elberta location an estimated 4 days per month, making the cost approximately \$100 per day.
2. Asked electric company what electric device would use that many kilowatt hours
  - a. TXU has not returned calls for more than two weeks and continues to do so
  - b. Confirmed the heating and air conditioning system was running properly. Further checked and confirmed that all appliances and other devices using the electricity were not using excessive power
  - c. Reported the issue to security of the lake community to ensure that the property was not compromised and no unauthorized use of the power was occurring or had occurred.
3. No interest in my attempted to resolve the issue
4. Mitchwin location, with double the square footage, was only \$114.32 for 4/01/21 and has an approximate usage of 30 days per month as it is the permanent address. This being compared to the \$482.03 for a significantly smaller location with a usage per month of 4 days.
5. We are not refusing to pay and in fact have paid part of the bill specifically that which is approximately the value owed for the Mitchwin location. However, we refuse to pay the excess amount without an explanation. We are paying the charge of \$45.48 which is closure to previous payments at this time of year for that location.
6. Oncor gave an estimate reading for a portion of the beginning of the year due to the increased power usage by all during the Snowstorm. Following this they issued correct readings to all billing companies, TXU included. This correct estimate and charge has yet to be seen by customers of TXU.

For any additional questions, please contact me at [jddodd1939@gmail.com](mailto:jddodd1939@gmail.com)

I have experience dealing with issues at all including local, state, and national, as well as experience in dealing with judiciary committees.

I appreciate your assistance in my objective in getting to the facts and doing what is fair to all parties concerned.

Thank you,

A handwritten signature in black ink, appearing to read "John Dodd CFP". The signature is written in a cursive, flowing style.

The Honorable John Dodd

Example 2

Customer Name: J D DODD  
Account Number: 900031107614  
Invoice Number: 054005543609

Example one  
to be compared  
with example 2  
Enclosure  
comparison

#### Service Address Detail

Service Address: 12920 MITCHWIN RD, FARMERS BRANCH, TX 75234-6606

ESI ID: 10443720002315578

Contract Expiration Date: 12/18/2021

The average price you paid for electric service this month was 15.9 cents per kWh excluding taxes and non-recurring charges or credits.

Transmission Distribution Utility (TDU): ONCOR ELECTRIC DELIVERY COMPANY

Meter ID	Days In Reading	Read Type	Previous Read Date	Previous Meter Read	Current Read Date	Current Meter Read	Usage (kWh)	Multiplier	Billed Usage (kWh)
111384814LG	29	Actual	01/20/2021	25539	02/18/2021	26237	698	1	698

#### TXU Energy Free Pass 12<sup>SM</sup>

Base Charge	\$	9.95
Energy Charge (698 kWh x \$0.15400000)	\$	107.49
Free Pass Savings (192 kWh x \$0.15400000)	\$	29.57 CR
Free Pass TDU savings	\$	7.47 CR
<b>Subtotal</b>	\$	<b>80.40</b>
<b>TDU Charges and Other Fees</b>		
ONCOR TDU Delivery Charges	\$	30.57
Gross Receipts Reimb	\$	2.22
<b>Subtotal</b>	\$	<b>32.79</b>
Sales Tax	\$	1.13
<b>Service Address Charges Subtotal</b>	\$	<b>114.32</b>

#### Your Savings Summary

You saved \$37.04 this month!  
That's 28% (192 kWh) of your usage free.

#### Your Free Days:

Thursday, Jan 21 - 27 kWh

Thursday, Feb 4 - 28 kWh

Friday, Feb 5 - 26 kWh

Tuesday, Feb 9 - 28 kWh

Friday, Feb 12 - 27 kWh

Tuesday, Feb 16 - 28 kWh

Thursday, Feb 18 - 28 kWh



#### Total Plan Savings

\$79.17

Since you signed up on Free Pass

#### Additional Information

Your satisfaction is our top priority. Do you have feedback? Email us at [txuexec@txu.com](mailto:txuexec@txu.com) or write us at TXU Energy Executive Feedback, PO Box 650764, Dallas, TX 75265-0764. The amount billed may include price changes allowed by law or regulatory actions. See an unauthorized charge on your bill? Call us toll-free at 1-877-460-4262 (24X7) and we'll work to resolve any issues. If you're not satisfied with the resolution, you may file a complaint with the Public Utility Commission of Texas PO Box 13326, Austin, TX 78711-3326; (512)936-7120 or toll-free in Texas (888)782-8477. Hearing and speech-impaired individuals with text telephones (TTY) may contact the Public Utility Commission of Texas at (512)936-7136

#### Additional Payment Options

<b>On the Web:</b>	<a href="http://txu.com/myaccount">txu.com/myaccount</a>
<b>Over the Phone:</b>	1-877-460-4262 (24X7) (toll free)
<b>In Person:</b>	Visit <a href="http://txu.com/payinperson">txu.com/payinperson</a> for participating locations
<b>AutoPay Program:</b>	Monthly Payments automatically debited to your credit card or checking account



Customer Name: J D DODD  
Account Number: 900031107614  
Invoice Number: 054005543609

*Example II compared to the original with example*

Page 3 of 3

### Service Address Detail

Service Address: 20 ELBERTA LAKE RD, SULPHUR SPRINGS, TX 754828739

ESI ID: 10443720004580313

Contract Expiration Date: 12/18/2021

The average price you paid for electric service this month was 10.3 cents per kWh excluding taxes and non-recurring charges or credits

Transmission Distribution Utility (TDU): ONCOR ELECTRIC DELIVERY COMPANY

Meter ID	Days In Reading	Read Type	Previous Read Date	Previous Meter Read	Current Read Date	Current Meter Read	Usage (kWh)	Multiplier	Billed Usage (kWh)
115744787LG	29	Actual	01/19/2021	10940	02/17/2021	14513	3573	1	3573

#### TXU Energy Free Pass 12<sup>mo</sup>

Base Charge	\$ 9.95
Energy Charge (3573 kWh x \$0.15400000)	\$ 550.24
Free Pass Savings (1736 kWh x \$0.15400000)	\$ 267.34 CR
Free Pass TDU savings	\$ 67.51 CR
<b>Subtotal</b>	<b>\$ 225.34</b>
<b>TDU Charges and Other Fees</b>	
ONCOR TDU Delivery Charges	\$ 142.37
<b>Subtotal</b>	<b>\$ 142.37</b>
Sales Tax	\$ 0.00
<b>Service Address Charges Subtotal</b>	<b>\$ 367.71</b>

**Current Charges \$ 482.03**

#### Your Savings Summary

You saved \$334.85 this month!  
That's 49% (1736 kWh) of your usage, free.

#### Your Free Days

Thursday, Feb. 11 - 248 kWh  
Friday, Feb. 12 - 254 kWh  
Saturday, Feb. 13 - 251 kWh  
Sunday, Feb. 14 - 243 kWh  
Monday, Feb. 15 - 253 kWh  
Tuesday, Feb. 16 - 260 kWh  
Wednesday, Feb. 17 - 227 kWh

Total Plan Savings  
\$543.53

Since you signed up on Free Pass

*occupied Elberta 4 days  
2/16 Not Home Tuesday 260 kWh*

*occupied Mitchum 30 days  
Home @ Tuesday 28 kWh  
2/16*

*- 232 kWh  
Difference in  
house vs  
vacant cabin*



Customer Name: J D DODD  
Account Number: 900031107614  
Invoice Number: 054005543609

Example III  
Page 3 of 3

### Service Address Detail

Service Address: 20 ELBERTA LAKE RD, SULPHUR SPRINGS, TX 754828739

ESI ID: 10443720004580313

Contract Expiration Date: 12/18/2021

The average price you paid for electric service this month was 10.3 cents per kWh excluding taxes and non-recurring charges or credits

Transmission Distribution Utility (TDU): ONCOR ELECTRIC DELIVERY COMPANY

Meter ID	Days In Reading	Read Type	Previous Read Date	Previous Meter Read	Current Read Date	Current Meter Read	Usage (kWh)	Multiplier	Billed Usage (kWh)
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ONCOR TDU Delivery Charges	\$ 142.37
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**Current Charges \$ 482.03**

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That's 49% (1736 kWh) of your usage free

#### Your Free Days

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Friday Feb. 12 - 254 kWh  
Saturday Feb. 13 - 251 kWh  
Sunday Feb. 14 - 243 kWh  
Monday Feb. 15 - 253 kWh  
Tuesday Feb. 16 - 260 kWh  
Wednesday Feb. 17 - 227 kWh



Total Plan Savings  
\$543.53

since you signed up on Free Pass

Elberta location  
Excessive Read 5/12/21  
Read 2/17/21 \$ 482.03 vs 43.48  
Difference \$ 436.55  
Additional Fact  
High usage was  
during middle of week  
when we used only  
on week end